



# DFS Newsletter

OCTOBER 1, 2004

VOLUME I, ISSUE I

## SPECIAL POINTS OF INTEREST:

- Featured DFS Sections: Adult Care and Licensure & Certification
- Office of EMS Presents State Medical Assistance Team special project
- Updates from Personnel

## INSIDE THIS ISSUE:

- Here Come the Inspectors! 2
- OEMS Unveils S-MAT Trailers 2
- Editorial 3
- Comings and Goings From Personnel 4
- DFS Anniversaries & Awards 4
- Announcements & Upcoming Events 5
- Boston Market Sweet Potato Casserole 6

## From the Director...

Dear Colleagues:

Welcome to the first issue of the DFS Newsletter! I want to express my thanks to the DFS people who are responsible for initiating this great idea and those who volunteered to participate on the Newsletter's staff. If you, like me, think this is a useful way to share information within our Division, please take time to thank those who made it possible. They are listed on the back page of this newsletter. Special thanks to our Quality Assurance Officer, Sandra Tatum, for her tenacity in getting it underway.

In the long run, the usefulness and success of the Newsletter will depend on all of us being willing to use it to make announcements, explain initiatives, provide tips to others, etc. It can be a tool to help bind the interest

and activities of all our units together within the larger organization.

I do want to mention one more thing that helps bring us all together. We have delayed, but not forgotten this



year's DFS Employee Recognition celebrations. It will be held in Raleigh on November 15th and in Black

Mountain on November 18th. Details of the events on these days will be shared once they have been determined.

We will again be honoring Employees of the Year and will continue the practice of inviting all DFS staff members to nominate employees to consider for this honor. Everyone in the Division is eligible except Section Chiefs, Phyllis and me. I will be sending out an email to solicit the nominations. We will continue to use a committee composed of former winners to make the final selections. Services awards will also be presented at those events. Please mark your calendars and plan to attend.

Best wishes to all!

Bob Fitzgerald

## Keeping NC's Adults Safe

**Adult Care** - The Adult Care Licensure Section of the Division of Facility Services is responsible for licensing and regulating assisted living facilities called adult care homes; the registration of assisted living facilities called multiunit assisted housing with services; and the certification of administrators. There are two types of adult care homes: (1) family care homes for 2 - 6 residents; and (2) adult care homes for seven or more residents.

The functions of the section include: performing initial licensure surveys and surveys of problem facilities; issuing initial and renewal licenses; taking administrative actions against licenses or facilities as warranted based on non-compliance with rules; assisting with complaint investigations as needed or requested by county departments of

Social Services; providing technical assistance and consultation to facilities and the county departments of Social Services which are responsible for routine monitoring and complaint investigation of facilities; reviewing and approving registration application and disclosure statements for multiunit assisted housing with services; and issuing and renewing adult care home administrator certificates. The adult care licensure section also provides statewide training for adult care home providers and county departments of Social Services, and administers the medication testing program.

The section is based in Raleigh with a Western Regional Office in Asheville. The Chief of the Section is

Barbara Ryan. Ellen Walls is the Assistant Chief in the Raleigh office and Nick Rose is the Assistant Chief in the Asheville office. The section has thirteen licensure consultants who are registered nurses responsible for the regulatory oversight of territories consisting of several counties. There are also three dietitians and five pharmacy consultants in the section. Also in the Raleigh office are a Program and Systems Analyst, a Policy Coordinator and a training unit consisting of three registered nurses. The work of the Adult Care Licensure Section is further supported by our five processing assistants and a medication testing coordinator.

# Here come the inspectors!

**Licensure and Certification** -The Licensure and Certification Section's primary responsibility is to inspect health care facilities, agencies, and clinical laboratories to assure that citizens of North Carolina receive safe and adequate healthcare. Inspectors rely on state and federal laws/rules to conduct their inspections. The Section has approximately 150 employees with 80% of the staff dedicated to conducting inspections. Although not inclusive, some of the types of health entities that are inspected are: nursing homes, hospitals,

ambulatory surgical centers, end stage renal disease facilities, home health/home care agencies, and rural health clinics. The inspection activities are funded through federal and state money with Medicare/Medicaid funding representing the largest source. As a result of the Medicare/Medicaid funding, nursing home inspections comprise the majority of the work for the section.

In addition to inspection activities, the Licensure and Certification Section also licenses many of the entities listed above.

Much work is also done with providers, advocates, consumers, and others in the areas of training, policy development and interpretation of laws and rules. In order to accomplish the workload of required inspections and other duties the section has two offices. One in Raleigh on the Dorothea Dix campus and a regional office in Black Mountain. Branches in the section are as follows: Nursing Home Branch, Acute and Home Care/CLIA Branch, and Training, Automation & Records Branch. The section chief is Jeff Horton.

## Data Management Q & A

**Q:** Why do I get "Login Failed" when I put my password in for email?

**A:** Make sure your CAPS LOCK is not turned on.

**Q:** Can everyone see my documents in my home directory on H: drive?

**A:** No, only you, your supervisor if requested, and Data Management.

**Q:** Are documents saved on my C: drive backed up?

**A:** No. Data Management does not have access to your C: drive for backup.

If you store documents on C: drive, you are responsible for backing them up to diskette.

**Q:** How often do I have to change my Network password?

**A:** Your password for the Network is set to expire every 90 days.

**Q:** How many grace logins do I get before I have to change my password?

**A:** You have 3 grace logins. It is best to go ahead and change your password when first asked to do so. This way you

don't risk getting locked out. Even though the network asked if you would like to change your password, you really have no choice. You must change your password to a unique password that you have not used before.

**Q:** What does it mean when I turn on my computer and I get a black screen with a flashing cursor?

**A:** You more than likely have a diskette in the A: drive. Just eject the diskette and your computer should open Windows.

*Email your questions to [joan.byrd@ncmail.net](mailto:joan.byrd@ncmail.net)*

## OEMS Unveils S-MAT Trailers

August 24, 2004 the Office of Emergency Medical Services presented the State Medical Assistance Team (S-MAT) trailers to the public. DFS Secretary Carmen Hooker Odom and Crime Control & Public Safety Secretary Bryan Beatty along with department officials, EMS personnel, and news media attended the unveiling of these highly important trailers. The intention of the trailers is to augment the existing EMS response system. The S-MAT trailers and teams are capable of setting up

alternate care facilities in the event of a disaster, as well as delivering mass immunizations

The S-MAT program consists of three types of response teams. These teams are primarily for medical response capabilities and have individual missions and response times. The principle vision of the program is to sustain medical response locally while awaiting federal assistance.



## S-MAT cont'd

There are two types of S-MAT trailers in North Carolina—S-MAT II and S-MAT III. The S-MAT II equipment and trailer are valued at more than \$127,000. S-MAT II team members (physicians, nurses, and paramedics) have completed more than 30 hours of disaster specific training. The S-MAT II trailers are co-located in the 7 lead Trauma Centers across the state. From each of the locations, the S-MAT II can be deployed to anywhere in North Carolina within 12 hours of activation.



The equipment and trailers for the S-MAT III are valued at more than \$87,000. S-MAT III units are strategically located in 27 counties across our state. These teams and trailers

can be deployed locally in 30 minutes and regionally within 2 hours.

The mission of this team is medical treatment and rapid victim decontamination of patients and first responders. This team consists of paramedics, emergency medical technicians and other support staff.

The teams have 34 instructors across the state trained to teach the 36-plus hours of disaster specific education through the NC Community College System.



### S-MAT unveiling celebrated by DFS and EMS.

Left to Right: Mark Bennett, Disaster PreParedness Specialist; Drexdal Pratt, OEMS Chief; Carmen Hooker Odom, DFS Secretary; Christy Spivey, Community Trauma Coordinator; Christine Freeman, Clinical Coordinator; Linda Taylor, Clinical Educator.

## Editorial

This is the first issue of a new newsletter for our Division, by our Division. A quick glance at the layout will give you an idea of our thoughts so far in what we hope will be a lively and informative publication for you – the employees of the Division of Facility Services.

We plan to publish this online each quarter with a few 'hard copies' for visitors who want to know what our Division does and how we function. Look on the front page left for highlights and contents of each issue. Since it is always good to hear from the boss, we're going to give Mr. Fitzgerald his own spot on the front page.

Each quarter we will highlight two of our Sections to give you an insight to what your co-workers do in their jobs. This can help you in your dealings with your clients – the citizens and providers in this great State that we serve. To help you with your ##%\*@##\$ computer, Joan Byrd will be doing a FAQ article. Send her an e-mail with relevant questions. If you have any good computer hints for the rest of us, send those to Joan also.

With so many people in our Division spread out over the state we are surprised sometimes that someone has retired or there is someone new we are told to contact – even in our own buildings. In "Comings and Goings" we'll keep you updated on retirements, new staff and other things of interest like personal travel (fancy trip stuff – not work). As most of us do some travel for work we will have information "For Those Who Travel" with comments from you about good hotels/motels that offer State rates, and your thoughts on good restaurants where you have been when on the road. These should be positive comments on locations other than the national chains we all know and ~~love~~ the love.

Also, we'll include milestones like weddings, births & adoptions, anniversaries and state employment anniversaries. You will occasionally find a good recipe and a bit of tasteful humor. If you are like this writer, an occasional laugh can help you get through the day – and that last phone call.

Remember that this is your newsletter. We need your input for ideas and information. Tasteful pictures from your trip along with a

short description will be great. Know of a good dish? Let us know.

Most of all, enjoy!

## Comings and Goings From Personnel

Y'all sure are keeping us busy these days, which is great for job security but not so good for our mental stability! So if we appear a bit 'frazzled', please forgive us!

A major project coming in October is our move out of the Council Building and into the Little White House next door. Our physical address will be 607 Barbour Drive (in case you'd like to send flowers), and our phone numbers and Mail Service Center numbers will not change.

We've had several retirements over the summer; those include **Jim Upchurch** from Adult Care, **Mary Satterwhite** from Mental Health and **Dolly Strickland** from our Planning Office.



**NEW EMPLOYEE**  
**AMY PAGE**

We've hired several new staff including; **Dana Williams**/HCPR, **Lyle Johnston**/EMS, **Evelyn Thornton**/L&C,

**Karen Thomas**/L&C, **Amy Page**/Adult Care, **Kathy Lackey**/ Administration, **James Green**/EMS, **Celia Keater**/Construction, **John Harkins**/Jail Inspections, and **Michael Lindsay**/Mental Health.

**Barbara Ryan** moved all the way from Black Mountain to fill the Adult Care Manager role, and while I know her Western staff is missing her, we are very happy to have her here in the Raleigh office.

**Down to Business!** Hope you read the inserts with your pay-stubs in August. **Kanawha Dental Insurance** is having a major **change**. Hopefully by the time you receive this newsletter, you will have received a comparison of their plan and the Flex dental plans. The Kanawha Open Enrollment period is from **9/1/04 through 11/30/04**. If you have the old Kanawha plan and would like the new one, you will have to complete an enrollment form. You may call 800-334-1217 and Kanawha will send you a packet, or call or come by our office. If you have the old plan and do not want a change, you do not need to do anything. Kanawha planned their open enrollment to coincide with **Flex Open Enrollment**, which starts **October 11th and ends November 5th**. There are some **exciting changes / additions** to **BARBARA RYAN, NEW ADULT CARE MANAGER** this year, including a new **Term Life Insurance Policy** and a **Cancer Policy**. I will be sending information out to you on the Flex open enrollment soon. Reminder....If you want one of the Flex Spending Accounts, you must complete the enrollment form each year. There always seems to be confusion about this.

**rollment**, which starts **October 11th and ends November 5th**.

There are some **exciting changes /**

**additions** to **BARBARA RYAN, NEW ADULT CARE MANAGER**

this year, including a new **Term Life Insurance Policy** and a **Cancer Policy**. I will be sending information out to you on the Flex open enrollment soon. Reminder....If you want one of the Flex Spending Accounts, you must complete the enrollment form each year. There always seems to be confusion about this.

Well, I know I've used more than my allotment of words, so good-bye for now.

As always, please feel free to stop by anytime, or call us if you have questions. Our main number is 919-855-3859. Thanks to all of you for being such a great Division to work with! **Debbie**

Email your questions to [Debbie.Souza@ncmail.net](mailto:Debbie.Souza@ncmail.net)

## DFS Anniversaries and Awards

### 35 Years of Service

Nick Rose, Adult Care in Asheville

### 30 Years of Service

Ed Browning, Office of EMS  
Dalisay Quiambao, Licensure & Certification  
Jackie Sheppard  
Linda Shook, Adult Care in Asheville  
James Upchurch, retired

### 25 Years of Service

Marion Allan, Office of EMS  
Rhonda Boger, Certificate of Need  
Faye Byrd, Adult Care  
Denise Erwin, ICF/MR in Black Mountain  
Jesse Goodman, Healthcare Personnel Registry  
Anderson Hensley, Construction  
Sharon Rhyne, Office of EMS  
Cathy Smith, Acute Home Care  
James Turner, Construction  
Kelly Vick, Division Office

### 20 Years of Service

Brenda Boggs, Adult Care  
Jane Briggs, Licensure & Certification in Black Mountain  
Siv Dossett, retired  
Norma Duncan, Licensure and Certification in

Black Mountain

Danny Harbinson, Office of EMS in Black Mountain  
Eddie Jordan, Office of EMS  
Jean Miller-Levette, Healthcare Personnel Registry  
Donna Payne, Licensure & Certification in Black Mountain

### 15 Years of Service

Anntinella Abegunrin, Mental Health  
Pat Boyd, Division Office  
Floyd Cogley, Health Planning  
Thomas Elkins, Health Planning  
Kirby Evans, Mental Health  
Edna Knight, Licensure & Certification in Black Mountain  
Stephen Lewis, Licensure & Certification in Black Mountain  
Nancy Nail, ICF/MR  
Marie, Rodgers, Adult Care  
Hazel Slocumb, Healthcare Personnel Registry  
Brenda Smith, Adult Care in Asheville  
Craig Smith, Certificate of Need  
Pat Webb, Office of EMS  
Julie Williams, Office of EMS

### 10 Years of Service

Duane Barlow

Jeremy Beal, Office of EMS

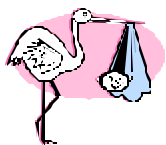
Regina Godette-Crawford, Office of EMS  
Rita Horton, Licensure & Certification  
Janet Jones, Healthcare Personnel Registry  
Val Moysan,  
Larry Warren, Licensure & Certification

### 5 Years of Service

Annette Avery-Baptiste, Licensure & Certification  
Anteasha Farrell, Adult Care  
Linda Griffin, Licensure & Certification  
Carlias Gunter  
Rosemary Harrell, Healthcare Personnel Registry  
Nancy Haynes, Healthcare Personnel Registry  
Tambera Hill, Licensure & Certification  
Doug Johnson, Data Management  
Patricia Kellogg, Healthcare Personnel Registry  
Deborah Melton, Acute Home Care  
Joseph Milanese, ICF/MR  
Sheila Ray, Healthcare Personnel Registry  
Joan Russell, Licensure & Certification  
Ed Taylor, Construction  
Amy Williams  
Wilma Worsley-Diggs, ICF/MR

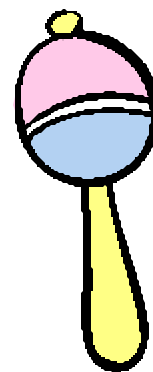


# Announcements



## Congratulations Grandma!

Edward Roy was born on August 14, 2004 at Betsy Johnson Regional Hospital. This new arrival is the first grandchild of **Joan Byrd** in Data Management. The baby boy weighed 8 lbs 1.5 oz and was 20.5 inches long.



## The Newlyweds!

**Jessica Byrd** with the Office of Emergency Medical Services married Andrew Trembly on June 19, 2004. The 2:00 p.m. ceremony was held at St. Bernadette Catholic Church in Fuquay-Varina with a reception immediately following in Coats at Willow Pond Farmstead



## Congratulations!

**India Vaughn** married Anthony Rhodes on September 11, 2004. The 7:00 pm ceremony was held at Saint Mark Church of Christ in Goldsboro with the reception following at Lane Tree Golf Club. Mrs. Vaughn-Rhodes is a Facility Survey Consultant with Mental Health Licensure Section.



*Please send your announcements to Sandra.Tatum@ncmail.net*

# Upcoming Events

**Employee Appreciation** - Mark your calendars for Employee Appreciation and Service Awards presentations on November 15 for Raleigh employees and November 18 for those of you in the Western Region. See list of Service Award recipients included in this Newsletter.



**Blood Pressure Checks** - Free blood pressure checks will be available on October 29th and November 19th from 10:30 a.m. to 11:30 a.m. in the basement of the Council Building in Raleigh.

**NC State Fair** - "The Fair, the Fair!" The State Fair will be held in Raleigh October 15th - 24th. Please come out and see the sites and support our State. Various State agencies will be there providing education for North Caro-

lina's citizens. Remember, get your tickets early and save! Visit <http://www.ncstatefair.org/2004fair> for more information.





## DFS Newsletter Committee

Sandra Tatum  
Reggie Foster, Construction  
Denis White, Construction  
Wendy Williams, Adult Care  
Debbie Souza, Personnel  
Michele Elliott, Adult Care  
Karen Pruett, Healthcare Personnel Registry  
Kelli Fisk, Medical Facility Planning  
Jeff Horton, Licensure & Certification  
Lou Morton, Licensure & Certification  
Joan Byrd, Data Management  
Jessica Trembly, Office of EMS  
Joseph Milanese, ICF/MR

Please contact us at:  
Sandra.Tatum@ncmail.net

We hope all of you as DFS employees enjoy this newsletter. It was created just for you! The DFS Newsletter will be distributed quarterly.

Our committee welcomes your comments and suggestions. Specifically, birth and wedding announcements as well as hotel and restaurant suggestions for state employees

## Recipes



### Boston Market Sweet Potato Casserole

3 large sweet potatoes  
1 cup sugar  
2 eggs  
1 stick butter, softened  
1 tsp. Vanilla extract

#### Crunch topping:

1/3 cup melted butter  
1/3 cup flour  
1 cup brown sugar  
1 cup chopped pecans  
1 tbl sp. Cinnamon

Boil potatoes until tender. Take skin off when cooled and able to handle. Put in a large bowl and whip them until fluffy adding all other ingredients. Pour into a buttered casserole dish and top with the crunch topping. Bake at 350 for 45 minutes.

*Please send your recipes to Sandra.Tatum@ncmail.net*